

Information Pack

Bank Crisis Services Practitioner

Closing date: 16th October 2023

To discuss the post informally, please
contact:

Courtney Malon, Service Manager on
01482 240200

JOB DESCRIPTION

JOB TITLE: Mental Health Crisis Services Practitioner

LOCATION: Wellington House, Hull.

PRIMARY SERVICE AREA: Mental Health support

SALARY: £21,500 per annum (for 37 hours)/£11.17 per hour

HOURS: The post holder is required to work their contracted hours flexibly to meet the needs of people who use our services and the organisation.

REPORTS TO: Assistant Crisis Services Manager

OVERALL PURPOSE OF THE JOB

To intervene early to improve or maintain someone's mental health and wellbeing to help people to avoid crisis and maintain good wellbeing.

Providing a responsive and effective service to people in mental health crisis, their families, friends, carers and other agencies/professionals.

Dealing with individuals (both adults and children) who are at immediate risk of suicide self-harm or harm to others.

To support in ensuring 24 hour support is available via telephone and face to face for individuals who need it.

ROLE RESPONSIBILITIES

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times
- To maintain a values based working approach with the people that use our services, families and stakeholders that is in line with the values of the organisation.
- To have or be prepared to develop a good understanding of Mental Health difficulties and models of healthcare for their treatment.
- To offer mental health support for people who access our services, including face-to-face, digital and telephone support.
- Provide crisis support to those accessing our services, utilising crisis intervention skills and techniques, individually identified appropriate risk assessment including suicide risk assessment and active listening skills to effectively support them.
- Develop effective working relations with staff within the mental health services and other organisations including the emergency services.
- Undertake training and record all information on Humber Foundation Trust (HFT) Lorenzo system or other identified appropriate data recording system.
- Understand and comply with organisational and statutory requirements for confidentiality and data protections both as a Mind employee and with the HFT

- Ensure callers in mental health crisis receive a swift, compassionate and appropriate response; this includes signposting to the appropriate agency for crisis or risk support.
- Take referrals for urgent and non-urgent MH need utilising agreed referral processes with enough detail to allocate to an assessment as required.
- Support staff in partner agencies to support with identified needs of service user.
- Request non-urgent, routine triage assessments using the Lorenzo system.
- Maintain positive relationships with people who access our services, and, where appropriate, their families, to encourage acceptable behaviour and encourage de-escalation of crisis situations.
- Ensure client safety, manage risk, devise plans to intervene to protect people from harm and promote a safe and inclusive environment for everyone.
- Review and monitor participant support methods to ensure:
 - Targets and outcomes are being met
 - Changing needs and/or circumstances are identified
 - Coordination with internal and external services
- Take referrals for face-to-face services, monitoring information systems to ensure important information is recorded and passed on.
- Assist people to create an action/support plan to take away with them, which promotes self-reliance and empowerment.
- Offer practical mental health assistance by promoting self-help and other low-level interventions that improve someone's ability to cope and become more resilient.
- Maintain an honest, robust and caring approach to the people that access the service to help them flourish.
- Undertake ongoing assessments of someone's mental health needs whilst they are accessing our services.
- Provide accessible and rapid signposting where appropriate.
- Work as an individual and as part of a multi-disciplinary team.
- Encourage feedback from the people who use our services.
- Undertake and comply with training relevant to the role you are undertaking.
- Create and maintain accurate and up to date records on all patient related activities and monitoring systems as appropriate.
- To respond to unique or challenging situations appropriately maintaining with quick and confident decision making.
- Working with people who use our services, their families and other organisations to tackle the stigma of mental health conditions and promote a non-judgmental stance to mental health care and recovery.
- To work with colleagues and management to develop and maintain your own resilience and that of your colleagues within your team.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises, and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Crisis Services Practitioner		Revised:	July 2023
Area	Criteria	Essential	Desirable
Key know-ledge	Demonstrable understanding of what mental health is and how to support better mental health	✓	
	Of local and national mental health service provisions and client groups, including specialist areas, e.g. supported housing, domestic violence, substance misuse	✓	
	Of crisis based support and short-term interventions	✓	
	Of health and safety, risk management and personal safety	✓	
	Understanding of local agendas in relation to mental health provision		✓
Relevant experience	Of recently working in a mental health related (or other relevant, e.g. social care) setting and supporting individuals on a 1:1 and group basis	✓	
	Of providing an immediate response to people in crisis	✓	
	Of timely and accurate recording within a data management and information system	✓	
	Of the ability to engage and influence colleagues and volunteers in a positive manner		✓
Key competencies	A commitment to the values of Hull and East Yorkshire Mind	✓	
	Able to plan and prioritise own workload, as well as working as part of a team, to ensure both the clients' needs and the project outcomes are met	✓	
	Is able to challenge unethical behaviour in a confident and appropriate manner	✓	
	Ability to communicate effectively with both internal and external stakeholders of the organisation	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Demonstrates resilience when under pressure, faced with emotionally charged issues	✓	
	Ability to anticipate changing needs and respond positively	✓	
	Able to make sound decisions by processing and collating information from a variety of sources	✓	
	Able to support the diverse needs of the people who use our services, with a focus on positive outcomes, and offer appropriate interventions when necessary	✓	
Additional requirements	Enthusiastic with a high degree of personal motivation	✓	
	Ability to work outside of typical working hours including nights and weekends	✓	
	Competent in the use of IT programmes (e.g. Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As an organisation, we pride ourselves on our values and beliefs:

WE BELIEVE:

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

WE VALUE:

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.